

ISOFUSION FCC CPNI PROTECTION POLICY

1. **Customer proprietary network information (“CPNI”)** is information related to the quantity, technical configuration, type, destination, location, and the number of telecommunications a customer uses that **IsoFusion** has access to by virtue of the customer-provider relationship. CPNI does not include the Customer name, address and telephone number, nor does it include Internet access service.
2. No employee is authorized to use Customer Proprietary Network Information (known as CPNI for short) for any purpose other than assisting a customer with problems, without written permission from an officer of the corporation.
3. Federal privacy rules require **IsoFusion** to authenticate the identity of its customer prior to disclosing CPNI. Customers calling **IsoFusion**’s customer service center can discuss their services and billings with a **IsoFusion** representative once that representative had verified the caller’s identity. There are three methods by which **IsoFusion** will conduct customer authentication:
 1. by having the Customer provide a pre-established password and/or PIN;
 2. by calling the Customer back at the telephone number associated with the services purchased; or
 3. by mailing the requested documents to the Customer’s address of record.
4. Passwords and/or PINs may not be any portion of the Customer’s social security number, mother’s maiden name, amount or telephone number associated with the Customer’s account or any pet name. In the event the Customer fails to remember their password and/or PIN, **IsoFusion** will ask the Customer a series of questions known only to the Customer and **IsoFusion** in order to authenticate the Customer. In such an instance, the Customer will then establish a new password/PIN associated with their account.
5. **IsoFusion** may disclose CPNI in the following circumstances:
 1. When the Customer has approved use of their CPNI for **IsoFusion** or **IsoFusion** and its joint venture partners and independent contractors (as the case may be) sales or marketing purposes.
 2. When disclosure is required by law or court order.
 3. To protect the rights and property of **IsoFusion** or to protect Customers and other carriers from fraudulent, abusive, or unlawful use of services.
 4. For directory listing services.
 5. To provide the services to the Customer, including assisting the Customer with troubles associated with their services.
 6. To bill the Customer for services.
6. Employee will not release CPNI during customer-initiated telephone contact without first authenticating the Customer’s identity in the manner set-forth herein. Violation of this CPNI

policy by any **IsoFusion** employee will result in disciplinary action against that employee as set-forth in **IsoFusion**'s Employee Manual.

7. In the event **IsoFusion** experiences a privacy breach and CPNI is disclosed to unauthorized persons, federal rules require **IsoFusion** to report such breaches to law enforcement. If an employee learns of a breach, that employee must notify their manager immediately. Failure to do so will result in disciplinary action.